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| SERIAL NUMBER 09/431,017 | FILING DATE 11/01/99 | CLASS 379 | GROUP ART UNIT 2742 | ATTORNEY DOCKET NO. DAVOX-164XX |
|-----------------------------|-------------------------|--------------|------------------------|------------------------------------|

APPLICANT CLARE M. ANDERSON, ELMHURST, IL; ANDREW J. BROWNE, DULUTH, GA; THOMAS M. CHAMBERLAIN, SUGAR GROVE, IL; ROBERT L. COX JR, FRISCO, TX; MICHAEL P. WALSH, DALLAS, TX.

CONTINUING DOMESTIC DATA***
VERIFIED

None QHN

371 (NAT'L STAGE) DATA***
VERIFIED

None QHN

FOREIGN APPLICATIONS***
VERIFIED

None QHN

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 11/26/99 ** SMALL ENTITY **

| | | | | | |
|---|---|------------------------|----------------------|--------------------|-------------------------|
| Foreign Priority claimed 35 USC 119 (a-d) conditions met | <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance | STATE OR COUNTRY IL | SHEETS DRAWING 15 | TOTAL CLAIMS 36 | INDEPENDENT CLAIMS 6 |
| Verified and Acknowledged <u>QHN</u> Examiner's Initials _____ | | Initials _____ | | | |

ADDRESS BOURQUE & ASSOCIATES PA
835 HANOVER STREET SUITE 303
MANCHESTER NH 03104

TITLE TRACM-TASK & RESOURCE AUTOMATION FOR CALL CENTER MANAGEMENTQ

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|----------------------------------|---|---|
| FILING FEE RECEIVED \$641 | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT NO. _____ for the following: | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit |
|----------------------------------|---|---|